

Dispatch Skills and Qualifications Advisement

Job Description

- Dispatchers provide a critical role in the delivery of emergency police, fire and medical services
- Civilian employee for Police Departments, County Sheriff's Departments or Communication Centers
- Technically challenging work requiring specific abilities and intensive training

Skills Needed

- Ability to exercise a high degree of good judgment and independence while evaluating emergency and non-emergency situations and the ability to make split-second decisions
- Ability to multi-task, gather and disseminate information clearly, accurately and rapidly in urgent situations
- Ability to calm irate and hysterical persons
- Ability to operate a wide variety of computers, radios and recording equipment

Job Duties

- Primary job responsibilities include answering 9-1-1 emergency calls for police, fire and medical assistance
- Ensure correct resources are sent to each call for assistance
- Determine priority, nature and location of calls for assistance
- Maintain the status of public safety personnel when dispatched for service
- Keep complete and accurate records, logs and reports

Minimum Qualifications (All departments have their own requirements but generally):

- High school graduate, General Educational Development (GED) certificate, or California Proficiency Certificate
- Type a minimum of 25-35 wpm
- Ability to pass a thorough background investigation, polygraph, and psychological screening
- Willing and able to work Day, Swing and Midnight Shifts
- Willing and able to work weekends and holidays
- Willing and able to work mandatory overtime during critical incidents

I have read and understand the minimum qualifications, necessary skills, and duties required of a public safety dispatcher. I am interested in:

_____ Taking the P.O.S.T. Public Safety Dispatch Exam

_____ Enrolling in the Orientation to Public Safety Dispatching course

_____ Enrolling in the Basic Dispatch Academy

Signature

Date